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LME-MCO Communication Bulletin #J209

Date: July 13, 2016

To: LME-MCOs

From: Mabel McGlothlen, LME-MCO System Management Section Chief, DMH/DD/SAS and Kathy Nichols, Behavioral Health Manager, Behavioral Health Section, DMA

Subject: TCLI Quality Assurance & Performance Improvement Process for Individuals in TCLI Housing

The purpose of this bulletin is to provide LME-MCOs notification of the discontinuance of the Root Cause Analysis procedure and the initiation of the Quality Assurance & Performance Improvement process.

The new Quality Assurance & Performance Improvement Process (attached) is effective immediately and replaces the previous Root Cause Analysis Procedure that was sent out on December 1, 2014.

If you have any questions, please contact: Bill Harris at bill.harris@dhhs.nc.gov or 919-715-2115.

Thank you for all your continuous efforts.

Previous bulletins can be accessed at: <http://www.ncdhhs.gov/divisions/mhddsas/joint-communication-bulletins>

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